



Georgia Department of Motor Vehicle Safety

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May 1, 2002

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DEPARTMENT OF MOTOR VEHICLE SAFETY OFFERS MAIL-IN DRIVER'S LICENSE RENEWAL PROGRAM

The Georgia Department of Motor Vehicle Safety today mailed out the first driver's license renewal applications to qualified Georgia citizens and launched the statewide mail-in Driver's License Renewal Program -- only one month after the Georgia General Assembly approved legislation to enable the new service.

To initiate this effort the DMVS has established a partnership with Synovus -- a diverse financial services holding company based in Columbus, Georgia. Synovus provides integrated financial services including banking, financial management, insurance, mortgage and leasing services through 38 affiliate banks including the Columbus Bank and Trust which will handle the lockbox functions for this project. Synovus also provides payment processing services through TSYS, a Synovus subsidiary. TSYS, the largest third-party processor of international accounts in the world, will produce, distribute and program data entry for the estimated 18,000 to 25,000 renewal applications expected to be mailed each week.

Georgians with July birthdays and thereafter can "skip a trip" to their local driver's license facility every other time that their driver's license is up for renewal. This is one step in a major plan by the DMVS to shorten the driver's license lines which in many counties have grown to phenomenal lengths. Currently, a driver must appear in person at a DMVS customer service center every four years to renew his license.

Governor Barnes and the Board of Directors of the Department of Motor Vehicle Safety have established a progressive agenda focused on a deliberate move to embrace E-government and a firm commitment to better customer service. "I believe that the implementation of mail-in and Internet driver's license renewals combined with the opening of the four new customer service centers slated to open in Cobb, DeKalb, Fulton and Gwinnett Counties will drastically cut down on the wait that Georgians have been experiencing when they go to get their driver's license," said DMVS Commissioner Tim Burgess.

Beginning May 1st, Georgia residents with July 1st birthdays who are eligible will receive a driver's license renewal application through the mail. The applications will be sent to qualified Georgia driver's who have a current photo, signature, fingerprint and address on file and do not have any active or pending suspensions. This includes all valid regular driver's licenses, Georgia Identification Cards and motorcycle permits. It excludes Commercial Driver's Licenses, and limited and instructional permits.

There will be no changes allowed on the driver's license renewals, but drivers will be asked to update voter registration, organ donor, eye donation and selective service information. If an address or name change is needed, the drivers must visit an examination station and cannot use the mail-in renewal application. The fees which are payable by check or money order are made out to DMVS and have not increased -- \$15.00 for a regular renewal and \$8.00 if the applicant chooses to be an organ donor. "We will not charge additional fees for these new automated renewal options because we do not believe it should cost more than it does to come to our facilities in person," said Commissioner Burgess.

The DMVS expects to send out at least 18,000 to 25,000 applications each week. Over 1.2 million renewals are processed by the DMVS each year. A critical factor in the success of this program is the ability of the Department to mail the applications to the correct address. Georgia State Law dictates that drivers are required to correct their change of address at a driver's license exam station within 30 days of moving. However, many Georgia residents do not, and the undeliverable applications will be returned to the DMVS.

"We want to encourage everyone that receives one of our mail-in renewal applications to fill it out right away, enclose their check or money order in the provided envelope and drop it in the mail," said Commissioner Burgess. "It is possible for hundreds of thousands of people to take advantage of this additional customer service and that can help us reduce the lines for those who do choose to come in," he added.

Qualified drivers should receive the application about 60 days before their birthday giving them ample time to return the information to the DMVS for processing. If the renewal application is returned to the DMVS promptly, the new driver's license will be mailed back to the applicant well before the original license's expiration. For security reasons, applicants will be instructed to destroy their old license immediately upon receipt of the replacement.

Internet renewals will be offered beginning in July for residents with September birthdays. At that time, Georgians will have three driver's license renewal options: renew by mail, via the Internet or visit a driver's services center.

For more information, Georgian's may check the DMVS website: www.dmv.ga.gov.

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